

Reporting in CHRIS: Abuse, Neglect, Exploitation & Human Rights Complaints

Office of Human Rights Training Series

2022

Learning Objectives

01

Review the process for establishing a CHRIS account.

02

Enhance the provider's understanding of regulatory requirements for reporting human rights complaints.

03

Ensure the provider's understanding of regulatory definitions most relevant to reporting human rights complaints.

04

Explore reportable and non-reportable human rights complaints.

05

Set expectations for the provider's utilization of CHRIS.

CHRIS Accounts & Access

- The DELTA Helpdesk should be contacted to establish accounts and for any issues with those accounts
 - deltaprod@dbhds.virginia.gov
- Access the Delta Portal at either of the following links to get to the CHRIS platform:
 - <https://delta.dbhds.virginia.gov>
 - www.dbhds.virginia.gov
 - **Click on the DELTA logo found at the bottom right of the main page.**



Human Rights Complaint Process

12VAC35-115-175

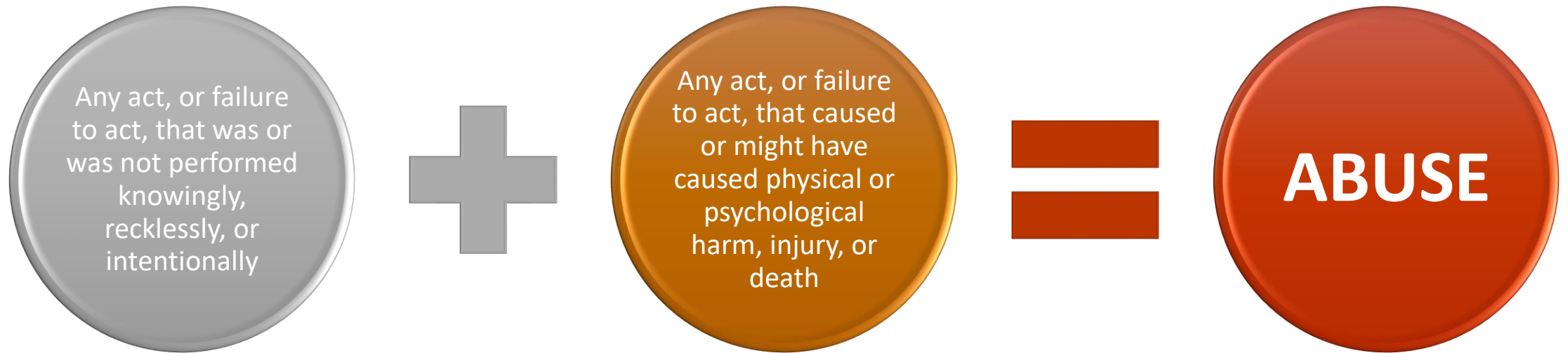
- Complaints must be reported in CHRIS as soon as possible.
 - Abuse, neglect, & exploitation (ANE) complaints within 24 hours.
 - Assured rights complaints no later than the next business day.
- The individual must be contacted within 24 hours.
- An **impartial** investigation must begin as soon as possible, no later than the next business day.
 - ANE investigators must be trained.
 - Extensions may be requested until the 6th day
- The director has 10 days to report their decision:
 - in CHRIS
 - to the individual, AR

Provider Requirements for Reporting *12VAC35-115-230*

- Allegations of ANE must be reported within 24 hours of receipt.
 - A summary of the investigation must be documented on the Investigation tab within 10 working days, including:
 - the disposition
 - whether there was physical, psychological injury
- Deaths, serious injuries resulting from ANE (or suspected) must be reported within 24 hours.
- Instances of seclusion and/or restraint not in compliance or that result in injury must be reported within 24 hours.

Abuse

12VAC35-115-30



Exploitation

12VAC35-115-30

Defined

- Type of abuse
- Misuse, misappropriation of assets, goods, property
- Use of authority to extract personal gain

Examples

- Withholding an individual's belongings to ensure compliance with a request.
- Accepting gifts.
- Offering an individual extra meds for favors/personal gain.
- Withholding a service for personal or business gain

Neglect

12VAC35-115-30

The failure to provide needed services:

- nourishment
- treatment
- care
- goods
- services necessary for health, safety, welfare

Questions to consider

- Were policies and procedures followed?
- Was the ISP and/or BTP followed?
- Was the basic right to dignity denied?

Knowledge Check

1. ANE complaints must be reported within:
 - a. 12 hours
 - b. 24 hours
 - c. 48 hours
 - d. after interviewing the victim
2. ANE investigations must:
 - a. be investigated by a trained investigator
 - b. start no later than the next business day
 - c. be summarized in CHRIS within 10 days
 - d. all of the above
 - e. a & b
3. All deaths and serious injuries must be reported to the OHR in CHRIS.
 - a. true
 - b. false

Entering Complaints



Knowledge Check

1. Which is the first page where substitute decision maker (or AR) information can be found?
 - a. Notification page
 - b. Allegation page
 - c. Investigation page
 - d. Individual page
2. Once known, the accused staff person's name must be entered on the Accusation page.
 - a. true
 - b. false
3. When a report is first entered, the name of the investigator, along with the date and time the investigation began should be entered in the appropriate fields on the Investigation page.
 - a. true
 - b. false

ANE Complaint Types

- Physical
- Verbal
- Sexual
- Exploitation
- Seclusion/Restraint
- Neglect (Peer-to-Peer)
- Neglect (Non-Peer-to-Peer)

Identifying Types of ANE: *Reportable or Not?*

Complaint #1

On 1/23/21, Jane demonstrated escalated behaviors, including SIB. Employee 1 was reported to have attempted verbal de-escalation. As de-escalation was unsuccessful, crisis service was called in compliance with Jane's safety plan. On 1/24/21, Employee 2 identified a bruise on Jane's left outer thigh. Jane was transported to urgent care where she was diagnosed with a urinary tract infection. Jane alleged a staff person is responsible for the bruise on her left outer thigh.

Identifying Types of ANE: *Reportable or Not?*

Complaint #2

Jane arrived for day support crying. Jane reported to staff that her Medicaid transportation driver groped her breast.

Identifying Types of ANE: *Reportable or Not?*

Complaint #3

It was reported that Employee 1 called John a “dumb ass” after John stuttered while talking to Employee 2. John motioned to hit Employee 1, but Employee 3 stopped John by slapping John’s hand down.

Identifying Types of ANE: *Reportable or Not?*

Complaint #4

Taneika was engaged with her fellow residents in an art activity when she became upset with Employee 1 informing the group that they only had 5 minutes left in the activity. Employee 1 reported that Taneika stormed out of the day support building and began walking down the street. Employee 2 immediately left to follow Taneika, but lost sight of her as Taneika began running through traffic. 911 was contacted per the provider's elopement policy.

Identifying Types of ANE: *Reportable or Not?*

Complaint #5

Jane received an extra dose of her Clonidine .1mg twice on 1/23 (am & pm) and once on 1/24 (am). The error was discovered prior to Jane's pm dose on 1/24. The on-call physician was notified and staff were advised to continue the Clonidine as no adverse symptoms had been observed. On 1/25, Jane died from cardiac arrest.

Identifying Types of ANE: *Reportable or Not?*

Complaint #6

Brian and Jermaine were observed engaged in a verbal altercation while they were playing a card game. Employee 1 and Employee 2 attempted to verbally de-escalate the situation. Brian ignored the verbal prompts and threw a book at Jermaine causing injury. Employee 2 restrained Brian using a hold. Brian later reported that his shoulder was injured due to the restraint.

Identifying Types of ANE: *Reportable or Not?*

Complaint #7

It was reported that Employee 1 offered Chantel to move in with her after paying for Chantel to stay in a hotel for 1 week to avoid becoming homeless. Employee 1 continued to provide MHSB services to Chantel. It was reported that Employee 1 disclosed her attraction to Chantel and asked if they could talk more about it after Employee 1 returned from vacation. Employee 1 told Chantel that services would continue to be billed during vacation, but asked that Chantel not tell anyone.

Identifying Types of ANE: *Reportable or Not?*

Complaint #8

During a session with her therapist, Jane disclosed that when she saw the staff physician for her routine exam, due to the exam rooms being full, Jane was examined in the hallway where she could have been seen by other patients or non-medical staff. Jane reported that she now has some anxiety about future medical exams.

Reporting Do's & Don'ts

Do

- Be clear, concise in describing the complaint
- Enter complaints for the victim (one victim per report)
- Be mindful of mandated reporter responsibility
- Be mindful of reporting timeframes
- Contact your Advocate if there is something preventing you from reporting on time
- Ensure your report is complete and thorough

Don't

- Be lengthy in describing the complaint; this is not a case note, progress note, etc.
- Include non-essential information
- Make assumptions

Knowledge Check

1. The description of the abuse should be written like a progress/case note.
 - a. true
 - b. false
2. Multiple ANE complaint types can be identified for a single report.
 - a. true
 - b. false
3. It was reported that Employee 1 yelled at Carlton when Carlton failed to follow repeated prompts and then told Carlton that he would get extra pain meds if he did not report Employee 1. Which type(s) of complaint is this?
 - a. verbal
 - b. exploitation
 - c. other
 - d. a & b
 - e. none of the above

Things to Keep in Mind

- For general questions about what should be reported, contact your assigned Regional Advocate.
 - If you get an error while you are entering the report within your 24-hour timeframe, take a screenshot and send to your Advocate.
- For issues with CHRIS logon or DELTA access email deltaproduct@dbhds.virginia.gov.
- CHRIS is designed to **time out after 15 minutes**. If you have not saved your entry or changes, your entry or changes will be lost.
 - Save information WHILE you are working or type into a WORD document and then copy/paste into CHRIS.
 - When you click SAVE, you should receive a message that reads, “**RECORD IS SAVED.**” If you do NOT see this message, review the returned error message and fix the error.

Key	
1 Alexandria	21 Lynchburg
2 Bristol	22 Manassass
3 Buena Vista	23 Manassass Park
4 Charles City County	24 Martinsville
5 Charlottesville	25 Newport News
6 Chesapeake	26 Norfolk
7 Colonial Heights	27 Norton
8 Covington	28 Petersburg
9 Danville	29 Poquoson
10 Emporia	30 Portsmouth
11 Fairfax City	31 Radford
12 Falls Church	32 Richmond
13 Franklin	33 Roanoke
14 Fredericksburg	34 Salem
15 Galax	35 Staunton
16 Hampton	36 Suffolk
17 Harrisonburg	37 Virginia Beach
18 Hopewell	38 Waynesboro
19 James City County	39 Williamsburg
20 Lexington	40 Winchester

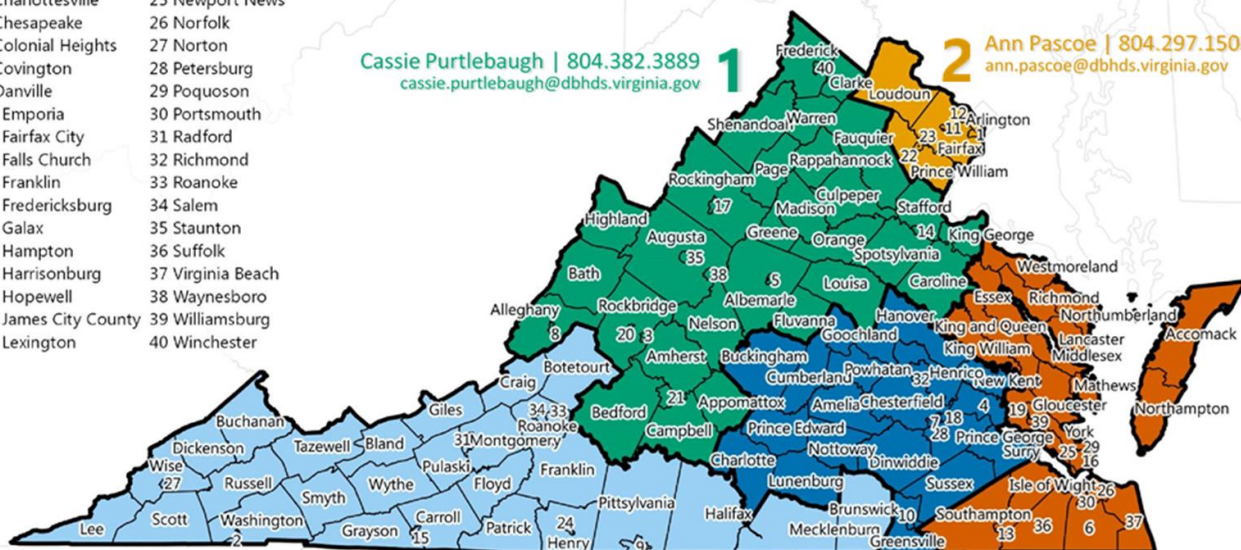
State Facilities: Brandon Rotenberry | 804.486.0085

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Central State Hospital/Western State Hospital/Eastern State Hospital/Piedmont Geriatric Hospital
Southern VA Mental Health Institute/Northern VA Mental Health Institute/Southwest VA Mental Health Institute
Hiram Davis Medical Center/Commonwealth Center for Children & Adolescents/VA Center for Behavioral Rehabilitation

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